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# SAN FRANCISCO MUNICIPAL RAILWAY RULE BOOK

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EFFECTIVE: MAY 1, 1970

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EFFECTIVE MAY 1, 1970. A HARD

BACKED COPY WITH INSTRUCTION MANUAL, CIVIL  
SERVICE RULES, ETC., WILL BE ISSUED AT A LATER  
DATE.

AS APPROVED BY THE PUBLIC UTILITIES COMMISSION

MARCH 10, 1970

RESOLUTION NO. 70-0152

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# SAN FRANCISCO MUNICIPAL RAILWAY RULE BOOK



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## SAN FRANCISCO MUNICIPAL RAILWAY

### TELEPHONE NUMBERS

CENTRAL CONTROL	558-4191
CENTRAL CONTROL - - EMERGENCY	558-4134
EXECUTIVE AND GENERAL OFFICES	558-4444
INFORMATION: Schedules, Routes and Passenger Service Reports	558-4111
ACCIDENT INVESTIGATION - - Claims Division	558-4981

### INTRODUCTION

#### The Transit Employee and the Rule Book

To a considerable extent, the impression transit employees make on passengers and others is used as a basis for judging the quality of the entire transit system.

Transit employees are expected to perform their duties in a safe, efficient and business-like manner and at the same time employ tact and courtesy, so as to foster good public relations. All employees should make a conscientious effort to sell transit rides by rendering an extra measure of service within the general framework of these instructions.

One of the purposes of this Rule Book and the Instruction Manual is to set forth a uniform pattern, so that the public may receive the same treatment and consideration from all employees under similar circumstances. The use of good judgment is therefore essential.

A transportation employee should never forget that he is a public servant and is rendering an essential public service. He should be neat in appearance, friendly, helpful and considerate. He should also show his professional skill by operating safely and smoothly.

These rules are for the guidance of operating personnel and, as far as applicable, also govern other employees of the Transportation Department.

All rules or bulletins presently in force, conflicting with those contained herein, are hereby rescinded.





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## GENERAL RULES

### RULE 1

#### ORDERS

All orders issued by the General Manager, heads of departments and supervising officials, when issued within the scope of their duties, either written or oral, must be promptly obeyed.

### RULE 2

#### EMERGENCY BULLETINS

In addition to these rules, emergency orders, either written bulletins or oral orders, will be issued when required by emergencies. Such orders, when issued by proper authority, must be obeyed while in force. The time period for which the emergency is in force will be indicated on each such order. The emergency may not remain in force for longer than thirty days, unless reissued after discussion with the Union.

### RULE 3

#### DUTIES

a. Employees, whose duties are prescribed by these rules, will be provided with a copy, which must be in their possession while on duty.

b. When new rules or amended rules are adopted, employees will be furnished a new page(s), which must be inserted in the rule book.

c. Bulletins will be issued regarding sign-ups, special events, emergencies and the dates new or amended rules are adopted and become effective.

d. Ignorance of the rules will not be accepted as an excuse for their violation.

e. If in doubt as to the exact meaning of any rule in effect, apply to the proper officials for explanation.

f. Employees who change assignments must familiarize themselves with rules affecting their new assignments, such as right-of-way rules, routes, stops, transfer rules, etc.

g. Employees must comply with Civil Service Commission Rule 36 before engaging in additional employment outside of the Municipal Railway. Applications for such employment must be made at the Bureau of Personnel and Safety.



## RULE 4

### RECORD OF EMPLOYEES

A personal record is kept of every employee from the day he enters the service.

Employees may examine their full personal records under authorized supervision. Records are confidential, except that, if an employee so desires, an employee representative may be present during the examination.

## RULE 5

### DISCIPLINE

Incompetence, habitual intemperance, immoral conduct, insubordination, discourteous treatment of the public, fighting, repeated garnishment or assignment of wages, mishandling fares, dishonesty, inattention to duties or violation of any of these rules will be sufficient cause for charges for disciplinary action involving suspension or, if appropriate dismissal.

## RULE 6

### ADDRESSES

Employees of the Railway must leave their home address and telephone number, if any, in their Dispatcher's Office and promptly report any change of either on forms provided for this purpose. Division office personnel must promptly forward change of address forms to the Bureau of Personnel and Safety, with copy to Transport Workers Union.

## RULE 7

### UNAUTHORIZED OPERATION

Employees subject to these rules must not allow anyone not duly authorized to perform any part of their duties.

Student employees are not to operate any of the equipment of the railway for purpose of study, or otherwise, unless authorized to do so by the proper authority. This rule applies to cars and coaches in car houses, garages and in service.

## RULE 8

### PERSONAL APPEARANCE

a. Platform employees and Inspectors must wear the prescribed uniform while on duty.



b. Employees must present a neat appearance at all times while on duty. All hirsute adornment must be neatly trimmed.

#### RULE 9

##### GAMBLING

Employees are prohibited from gambling while on duty or at any time while on railway property.

#### RULE 10

##### RAILWAY PROPERTY

Pawning employee's pass, or lending or giving any railway property to any unauthorized person, is forbidden.

#### RULE 11

##### REPORTING FOR DUTY

a. Employees must report for duty as indicated by schedules or detail list. Failure to do so will be considered a "miss-out"

b. The daily register must be signed in the proper place by all platform employees who report at their division headquarters, before going on duty. In addition, "Reportmen" must report in person to Dispatcher when going on and off "report". Collectors are to report, as scheduled, to Receivers for their outfits.

c. Employees on sick leave must report to their Division Dispatcher before 12:30 p.m. on the day previous to the day on which they wish to resume work. Employees who are on leave of absence for more than five working days, or who have been involved in an Industrial Accident, are to be guided by Rule 14 -- Leave of Absence.

d. Requests to lay off should be made to the Day Dispatcher before 12:30 p.m. of the previous day. Employees will not be excused by the Night Dispatcher, except in case of sickness or extreme necessity.

e. Employees reporting sick by telephone or otherwise must have such reports in the hands of the Dispatchers at least forty-five minutes ahead of their scheduled reporting time. Employees who report to Dispatchers in person and request to be placed on the sick list, must report at least fifteen minutes before their scheduled reporting time. Employees who do not comply with this section may be charged with a "miss-out".

f. Reliefs must be made ONLY at relief points indicated by schedules. Employees who miss scheduled reliefs are to telephone Central Control immediately for instructions.





g. In the event an employee fails to report for a relief on time, employee who is to be relieved must call Central Control by radio or telephone for instructions, as soon as practicable, and proceed in service. If an employee is not immediately available to make the relief, Central Control, Inspector or other person in authority may order employee to continue in service for at least one hour. If a relief is not assigned in the hour, the employee working may "pull in", after again calling Central Control by radio or telephone. Turning in car or coach ahead of schedule, whether or not relief is involved, is prohibited without proper authorization.

## RULE 12

### MISS-OUTS

a. Employees must report for duty not later than the times indicated on schedules or detail list, unless absent with proper authorization. Failure to report as required will be considered a "miss-out".

b. Employees who miss-out and who report within one hour may be required to standby, without pay, for fifty-nine minutes from the time they do report, during which time they may be given an assignment.

c. Employees who miss-out and who then report after one hour has elapsed may not be permitted to work on the day of the miss-out.

d. A regular employee who misses-out will be charged with an additional miss-out on each succeeding day (except on regular days off) he fails to notify his Division Dispatcher at least one hour before the reporting time of his regular assignment on such days.

e. An extra list employee who misses-out and who fails to report to his Division Dispatcher at least one hour before his reporting time, or before 12:30 p.m., whichever is earlier, on his next working day, will be charged with another miss-out. Furthermore, a miss-out will be charged each time he fails to report before 12:30 p.m. on each succeeding working day.

f. Only one miss-out per day will be charged, except where the employee who misses-out is personally detailed to work another assignment at another time on the same day and misses-out again. In such case, another miss-out will be charged.

g. Miss-outs charged will be recorded for quarter year periods ending March 31, June 30, September 30 and December 31. Five miss-outs in any quarter year may be cause for filing charges for dismissal from the service.



## RULE 13

### INTOXICANTS, NARCOTICS AND/OR DRUGS

a. Employees must not indulge in the use of, or be under the influence of intoxicants, or have intoxicants in their possession when reporting for, or while on duty.

b. Employees, while on duty, must not use, or be under the influence of any narcotic drugs or amphetamine or any derivative thereof, or of any drug which renders them incapable of operating a vehicle.

c. Employees are prohibited from using or trafficking in harmful narcotics.

d. Any violation of the above sections of this rule is sufficient cause for charges for dismissal.

e. Employees while on duty are prohibited from entering places where intoxicating liquor is sold, except in case of necessity.

f. Employees in uniform, while off duty, must respect their uniform and refrain from the use of intoxicants or showing evidence of the use of alcoholic liquor. Frequenting bars or taverns when in uniform is to be avoided.

## RULE 14

### LEAVE OF ABSENCE

a. Leaves of absence will be granted in accordance with Charter, Ordinances, Civil Service and Municipal Railway regulations. All leaves of absence must be approved by proper authority.

b. Employees who are absent for more than five working days must file properly executed application for sick leave or other leave of absence. The application must be filed before or immediately following the fifth day of absence. Papers may be obtained from the Leave Section of the Bureau of Personnel and Safety in person or by telephone request to the Leave Section to have papers mailed.

c. On returning from sick leave after an absence of more than five working days, an employee must have approval to return to work from a doctor designated by the Municipal Railway, whose name, or names, and addresses shall be posted in each division, and his own physician's certificate stating that he is capable of performing his duties. On the day prior to his intended return to work, the employee will report



to his division, with the medical clearance of the doctor designated by the Railway. If the doctor's approval of the return to work is given in time for the employee to report to his division prior to 12:30 p.m., he shall report to his division and shall indicate his availability for work the next day on his regularly scheduled work assignment. If the doctor's approval of the return to work is given at such time that he cannot report to his division prior to 12:30 p.m., he shall report to his division and indicate his availability for work the next day, and shall report at his regularly scheduled time, but shall be on report.

d. Employees who are absent due to Industrial Accident, regardless of the length of the absence, are to report to their Division Dispatchers, with a medical clearance from Ward 45 or from another Retirement Board doctor.

e. Employees who have been on leave of absence for any cause, exceeding sixty days, must report to the Training Department at the Bureau of Personnel and Safety, before returning to work, in order to establish their ability to perform their duties.

#### RULE 15

##### SMOKING - EATING - RADIOS

a. It is unlawful to smoke or carry lighted cigars, cigarettes or pipes in the enclosed section of coaches, electric cars and cable cars.

b. Employees may smoke only when taking layover at terminals, provided they step off vehicle.

c. Employees are not allowed to leave vehicles at terminals on week days from 7:00 a.m. to 8:30 a.m. and from 4:30 p.m. to 6:00 p.m., except for personal necessity or an emergency.

d. Drinking beverages or eating while enroute is prohibited.

e. Employees are not to stop enroute between terminals or between garages or car houses and terminals, to enter any establishment, except in the case of personal necessity or to use the telephone to report an emergency.

f. Employees are not to display or play personal radios at any time while on duty. They are to politely request passengers to comply with sign "Radios Silent".







## RULE 16

### ARRESTS

a. Employees shall not request the arrest of any person, unless authorized by an Inspector or official of the Railway, except when employee is robbed, assaulted or in immediate personal danger.

b. If an arrest is made, immediately report same to Central Control. An Accident Report must be made during, or immediately following completion of, tour of duty, giving name and star number of arresting officer, and names and addresses of witnesses and person arrested.

## RULE 17

### FARE COLLECTION

Every person boarding vehicle must pay fare or present some other authorized evidence of his right to ride.

## RULE 18

### EJECTMENTS

a. Employees must be sure they are justified before requesting a passenger to leave vehicle.

b. Employees should request passengers to leave vehicle for refusal to pay fare, quarreling, fighting indecent actions or profane language. However, passenger must first be asked to cease the offending conduct, and if there is a failure to comply, passenger should be requested to leave the vehicle peacefully. If passenger refuses to leave, in the absence of an Inspector or other person in authority, call Central Control as soon as possible before taking any further action.

c. Conductors, gripmen and operators must not forcibly eject a passenger from a vehicle, except when a passenger is the aggressor in a physical attack on the employee, and the employee acts in self defense.

d. Persons who claim to have paid their fares must be given the benefit of the doubt, unless employee is absolutely certain the person is trying to avoid paying fare. In these latter instances, employee will be justified in requesting person to leave vehicle. If person is disabled, or in helpless condition, or is a child, it is preferable to secure name and address of the person and report same, rather than request them to leave vehicle.



e. Stop must be made at a regular stopping place, before requesting a person to leave vehicle.

## RULE 19

### COURTESY

a. Polite and gentlemanly deportment is required of all employees in their dealings with the public, their subordinates and each other. Boisterous, profane or vulgar language is forbidden. All patrons should be treated alike.

b. Avoid disputes with any person, no matter what the provocation may be. Always bear in mind that the first statement made, and the manner in which it is made, will usually have some influence on the attitude the passenger will take. Arguing generally indicates a lack of diplomacy and is not helpful to an employee's cause, should be need witnesses.

c. When a passenger presents an invalid transfer or abuses a transfer rule, employees are courteously to request passenger to retain invalid transfer, pay fare and refer passenger to Passenger Service Department. Always speak in a low tone of voice in order to avoid embarrassing passenger.

d. When complaints are made, if unable to adjust satisfactorily, politely refer complainant to Passenger Service Department.

e. Information concerning the business of the Railway is to be given only to properly authorized representatives of the Railway, and peace officers in performance of duties who present proper credentials.

f. Employees are not to give presents to their superiors and supervisors are not to accept presents from subordinates. Those in authority are not to engage in any business on Railway property which involves selling merchandise or lending money to subordinate employees.

g. Dishonest, immoral, quarrelsome or vicious employees will not be retained in the service.

## RULE 20

### TRAFFIC LAWS

The operation of Municipal Railway vehicles shall conform with the laws, ordinances and regulations of the State and City. Employees shall be familiar with and obey all such laws, ordinances and regulations applicable to their responsibilities, including the signing of traffic citation warrants at the time of presentation. Signature is not an admission of guilt, merely an agreement to appear.



## RULE 21

### DRIVER'S LICENSE

Employees operating motor or trolley coaches are required to have a valid California driver's license in their possession at all times while on duty.

## RULE 22

### ACCIDENTS

In an accident occurs, resulting in injury to a person or damage to property, in connection with employee's Municipal Railway vehicle, he is to be guided by the instructions which follow:

- a. Notify Central Control at earliest possible moment.
- b. In case of personal injury, the injured person becomes employee's first concern. If necessary, arrange to have the injured protected from further injury. Do not move injured person. Advise Central Control if ambulance is needed.
- c. Employee is not to leave an injured person(s) except to summon help, until after the injured person(s) has been placed in charge of ambulance crew, police officer or Railway official, except with the consent of the injured person(s), when the injury is only slight.
- d. In case of personal injuries or possible personal injuries, the name, address and disposition made of the person(s) concerned must be reported by the employee to the first Inspector met.
- e. Endeavor to secure the name, address, vehicle license number and destination of any unauthorized person who removes injured person(s) from scene.
- f. Employee must not assume any responsibility in engaging a physician, other than calling Central Control for ambulance.
- g. An Accident Report must be made when a person falls on board, getting on or off car or coach, or falls or is struck down in the immediate vicinity of employee's Municipal Railway vehicle even though it be stopped.
- h. Employee should endeavor to obtain and report the license number and description of any vehicle which, due to improper or reckless operation, has required employee to stop or swerve in such a manner as to cause injury to a passenger.







i. As soon as practicable after an accident, fill out and hand Bureau of Accident Investigation Card to person involved in the accident. Politely explain that person should telephone or visit the address shown on the card, if he wishes to discuss the accident. Employee is not to discuss the facts of an accident with anyone, except as set forth in Paragraph "1" of this rule.

j. When employee's Municipal Railway vehicle is involved in an accident with other vehicles, use identification cards to endeavor to obtain the driver's and owner's name(s) and address(es), name of insurance carrier and policy number, make, type and license number of vehicle and number of occupants in vehicle. Identity of other driver should be verified by asking to see his driver's license.

k. Employees are not to visit injured persons or discuss, comment or give any information about an accident to anyone who is not an authorized agent of the Railway, except peace officers with proper credentials in performance of official duties. Police officers are to be given the information which is set forth in Paragraph "1" of this rule.

l. When giving information to a police officer after an accident, employee is to display his driver's license. Also, employee is to give orally his name, address, location, direction of travel, car number, time, line, run number, and car or coach number.

If you desire to give additional information pertinent to your accident, you may do so. However, the California State Vehicle Code does not require that you give a statement regarding details of the accident. No further information is to be given to anyone, except an authorized representative of the Railway, after he has properly identified himself.

Strict compliance with this regulation is imperative.

m. If more than one Municipal Railway vehicle is involved in an accident, employees on each vehicle must make out Accident Reports.

At the scene of any accident involving other Municipal Railway vehicles, even though employee's particular car or coach is not involved, employee should endeavor to obtain the name and addresses of individuals boarding car or coach. Other employees in the vicinity who are not otherwise engaged should assist in securing witnesses.

n. After an accident, endeavor to secure as many witnesses as possible. Witness cards must be carried at all times while on duty.



o. Any accident, no matter how slight, damage to equipment or property, injury or possible injury, physical encounter between employees and other persons, removal of or arrest of passengers, require an Accident Report (accompanied by names of witnesses) be made on or before completion of tour of duty.

When making out Accident Reports, all questions must be answered carefully and accurately.

In the event of property damage ONLY, employees are to make a clear and concise written statement of the facts in space provided.

In personal injury accidents, employee IS NOT TO WRITE any statement on the Accident Report Form. Instead, he is to report to his Dispatcher, who will obtain an oral statement from him. Dispatcher will write statement on form provided for this purpose and will sign name.

p. If Municipal Railway vehicle strikes an animal, stop and call Central Control immediately. Make out an accident report.

q. When served with legal papers of any nature in connection with the Railway, present such papers to Dispatcher at the earliest possible moment.

When required to appear in court, at a coroner's inquest or at the office of an attorney, in connection with a Municipal Railway accident, employee must first consult with the Day Dispatcher.

When issued a citation for traffic violation in connection with an accident, present citation to Dispatcher.

r. The foregoing rules relating to accidents must be rigidly observed in order to protect employees and the Railway from excessive or fraudulent claims.

s. Failure to properly report an accident, or any attempt to conceal or misrepresent the facts of an accident, will be considered sufficient cause for charges for dismissal.

### RULE 23

#### ACCIDENTS TO EMPLOYEES

a. The use of motor scooters by an employee of the Municipal Railway, in the course of his employment or while engaged in City business, is strictly prohibited. This includes any period for which an employee is paid for travel time.



b. Accidents to employees while on duty are to be reported promptly on Industrial Accident Report or First Aid Report form. Employees who fail to report Industrial Accident and/or who seek private medical treatment may jeopardize their rights under the State Compensation Law.

#### RULE 24

#### MISCELLANEOUS REPORTS

Employees are to make out Miscellaneous Report forms to report all unusual occurrences or other situations, except accidents.

#### RULE 25

#### CENTRAL CONTROL

When ANY DIFFICULTY OCCURS which might disrupt employee's schedule or cause a delay, he is to radio or telephone Central Control IMMEDIATELY.

#### RULE 26

#### CHANGE

Collectors and cable car conductors are required to make change up to one dollar (\$1.00).

#### RULE 27

#### DEFECT CARDS

a. Defect cards will be included in outfits of all pull-out runs. Employees must sign the card when pulling out or making reliefs and make notation regarding defects or any damage.

b. Defect cards are to be left in holder on vehicle when turning in vehicle.

#### RULE 28

#### FARE REGISTERING -- FARE BOXES

a. Employees are to request passengers to deposit exact fare in fare box.

b. If a passenger places a coin on the fare box top which will not pass through to the inspection plate, employee is to politely request passenger to remove the coin and deposit the exact change required. If passenger is unable to procure change from other passengers or if employee is unable to determine who





placed the coin on the fare box, he is to remove it and radio or call Central Control as soon as practicable on date of occurrence.

c. Employees may deposit fare in fare box if passenger is physically handicapped and unable to deposit fare.

d. Nothing is to be placed on or near the fare box which would interfere with employee or observers having a clear view of the receptacle openings and inspection plate.

e. During hours of darkness, light in fare box is to be "on" to illuminate inspection plate.

f. If reject door does not operate, reset by pressing red button and again push coin reject button.

g. In the event that wedged coins cannot be cleared by operating buttons, or if coin rotor does not function properly, employees are to open the coin reject door immediately after each passenger deposits fare, so fares will fall directly into the cash vault. Employees are to continue in service and notify Central Control as soon as possible.

h. If coins commence to pile up on the inspection plate and cannot be dumped into the cash vault, employees must radio or call Central Control promptly and then continue in service until Central Control arranges for a replacement.

i. When "pulling in" vehicle, clear rotor and inspection plate of all coins, before entering garage or car house.

j. It will be the responsibility of employees to make sure fare box power cord is connected properly, with seal intact, when pulling out, making reliefs and all the time car or coach is in service. Operating with power cord disconnected is prohibited and will be considered as tampering with fare box, unless authorized by Central Control.

k. Employee is to make out a Fare Box Defect Card and Miscellaneous Report for out-of-order fare box. Fare Box Defect Card is to be placed between the flange of the vault and the side of fare box. Miscellaneous Report is to be placed in outfit box, with transfers, cancelled tickets, time cards, etc., for later delivery to the office, after vehicle is returned to Division Headquarters.

l. Violation of rules governing the proper collection and registration of fares, tampering or any abuse which would, in any manner, interfere with the normal operation of a fare box will be considered cause for charges for dismissal.



## RULE 29

### FARE RATES

a. Charge persons a full fare in accordance with the existing fare rate.

b. Charge two or more children, between the ages of two and one-half and five years, who are together, at the rate of one full fare for each two children.

c. Charge persons over five years and under eighteen years of age full fare or School Ticket fare, if School Ticket is presented in accordance with the following rules.

d. School tickets are to be honored ONLY when presented by children UNDER 18 years of age and when in accordance with the following:

e. DAY SCHOOL TICKETS (stone color with RED lettering), presented by children of an age from five through eleven years, are to be honored at any time of the day or night, including Saturdays, Sundays and Holidays, EXCEPT in the DOWNTOWN AREA\* between 5:00 P.M. and 7:00 P.M. and between 6:00 P.M. and 7:00 P.M. in other areas, PROVIDED, HOWEVER, THAT AFTER 7:00 P.M., CHILDREN IN THE AGE GROUP OF FIVE THROUGH ELEVEN YEARS MUST BE ACCOMPANIED BY AN ADULT PASSENGER.

f. DAY SCHOOL TICKETS (stone color with RED lettering), presented by children who have passed their twelfth birthday, but have not reached their eighteenth birthday, are to be honored from 8:00 A.M. to 1:00 P.M. Sundays, and from 6:30 A.M. to 6:00 P.M. Monday through Saturday, EXCEPT that in the DOWNTOWN AREA\* they are NOT TO BE HONORED AFTER 5:00 P.M.

School tickets presented by children in the age group of over twelve years and UNDER eighteen years are NOT to be honored on holidays, EXCEPT when holidays occur on Sundays. When holidays occur on Sunday, Day School Tickets are to be honored between 8:00 A.M. and 1:00 P.M., the same as on regular Sundays.

\*DOWNTOWN AREA is bounded by the The Embarcadero on the east, Folsom Street on the south, Eleventh Street and Van Ness Avenue on the west, and Filbert Street on the north.

g. NIGHT SCHOOL TICKETS (rose color with black lettering) are to be honored only when presented by pupils UNDER EIGHTEEN YEARS OF AGE, between the hours of 6:15 P.M. and 10:30 P.M., on evenings when schools are regularly in session. THESE TICKETS ARE NOT TO BE HONORED ON SATURDAYS, SUNDAYS AND HOLIDAYS.

h. Cancel ONE OR MORE RIDES as may be requested by a student presenting a ticket, providing the cancellation for





each ride is for a student under eighteen years of age, and the ticket is presented in accordance with School Ticket Rules.

i. "SPECIAL PRIVILEGE" SCHOOL TICKETS: DAY SCHOOL TICKETS stamped "SPECIAL PRIVILEGE" are to be honored only when presented for groups of pupils UNDER EIGHTEEN YEARS OF AGE. This "SPECIAL PRIVILEGE" ticket is to be honored at any hour of the day or night when schools are regularly in session; THEY ARE NOT TO BE HONORED ON SATURDAYS, SUNDAYS OR HOLIDAYS.

j. "SPECIAL PRIVILEGE RECREATION DEPARTMENT": SCHOOL TICKETS: DAY SCHOOL TICKET stamped "SPECIAL PRIVILEGE RECREATION DEPARTMENT" are to be honored only when presented for groups UNDER EIGHTEEN YEARS OF AGE. "SPECIAL PRIVILEGE RECREATION DEPARTMENT" tickets are to be honored at any hour of the day or night when schools are regularly in session AND ON SATURDAYS, BUT ARE NOT TO BE HONORED ON SUNDAYS AND HOLIDAYS.

### RULE 30

#### REFUNDS

a. In case passenger deposits too much fare in fare box, employee will politely refer passenger to Passenger Service Department, 558-4111, 949 Presidio Avenue, for adjustment.

b. Employees are not to make refunds by using fares of other passengers.

### RULE 31

#### FARE REGISTERING -- PORTABLE REGISTERS

a. Portable registers must be worn in front of body, outside of outer garment, in plain view.

b. Every fare collected must be immediately accounted for, by registering it at the time of collection. If transaction involves making change, fare or fares must be immediately registered before change is handed to patron.

c. Register cash and token fares only.

d. The collection of fares from more than one person, and registering them in a bunch, is prohibited.

e. Employees engaged in collecting must not accept fares from intending passengers until vehicle passenger wishes to board has come to a stop.

f. Should register become out of order, call Central Control immediately.





g. Violation of rules governing the proper collection and registration of fares, tampering or any abuse which would, in any manner, interfere with the normal operation of the portable register, will be considered sufficient cause for charges for dismissal.

#### RULE 32

##### FREE LIST

Employees must conform to the regulations governing free transportation.

#### RULE 33

##### REAR DOOR

In the absence of a collector, no person, in uniform or otherwise, is to be allowed to enter the rear exit door of a motor coach, trolley coach or electric car.

#### RULE 34

##### TRANSFERS -- MISUSE

Selling or trading transfers in any manner that would result in defrauding the railway by any employee will be considered sufficient cause for charges for dismissal.

#### RULE 35

##### STOPPING FOR PASSENGERS

a. Cars and coaches will stop at all designated stops where passengers are waiting to board or alight between the hours of 6:30 A.M. and 8:30 p.m. At other hours, in addition to the above, stops will be made for boarding passengers and on verbal request of alighting passengers at the nearside of streets between designated stops, except:

1. On Market Street;
2. On Ocean Avenue (streetcars and Line 18 motor coaches);
3. On Lincoln Way, northside only, from 11th Avenue to and including 35th Avenue, and at 46th Avenue;
4. On Van Ness Avenue;
5. On Columbus Avenue.

b. Whenever a request is made in advance for a particular stop, employee must acknowledge request of passenger and announce same.



## RULE 36

### TRANSFER POINTS

During early morning hours, at night, stormy weather, or when the headway is long, employees are to look for connecting cars and coaches before proceeding.

## RULE 37

### PASSING UP PASSENGERS

Employees on coaches and electric cars, in regular service or on pull-out and pull-in trips, are not to pass up intending passengers, when there is room enough to board, except as follows:

- a. When a number of coaches or electric cars having the same destination are bunched due to an unusual delay. In such instances, employee on first coach or electric car may pass up every other stopping point where persons are waiting to board.
- b. When coach or electric car is loaded to capacity from front to rear.
- c. When coach or electric car is disabled.
- d. When transferring coaches between garages.
- e. When operating deadhead trips.
- f. When operating Limited Stop and Express trips in areas where stops are not required.
- g. When directed by authorized official.

Even when it is necessary to pass up passengers, all cars and coaches, without exception, must be brought to a full stop at all places where traffic regulations or safety rules require stops be made.

## RULE 38

### STANDING LOAD LINE

Employee is prohibited from moving coach or electric car when passengers are standing in front of the designated standing load line.

## RULE 39

### WATCHES

While on duty, every uniformed employee must carry a reliable watch. Watches must be checked daily with clock at



division headquarters, either in person or by telephoning Dispatcher. Watches may also be checked by Inspector.

#### RULE 40

#### SCHEDULES

Employees shall not operate ahead of schedule.

#### RULE 41

#### ROUTES

a. Deviating from established routes is prohibited, except in emergencies caused by blockades, etc., or when directed by police officers or officials of the Railway.

b. Employees must not turn back before reaching scheduled terminal without orders from officials of the Railway.

#### RULE 42

#### SIGNS

Employees will be responsible for proper display of all signs (including 'run number') on coaches and electric cars.

#### RULE 43

#### LOST ARTICLES

a. Lost articles found on the street, coaches or cars, or on Railway property, or lost articles coming into possession of employees by other means, must be turned in as follows:

b. At Washington-Mason Division, conductor will be responsible for turning in lost property at Dispatcher's Office, on or before completion of run. He will make out a Lost Property tag, describing article and showing name of crew member coming into possession of lost article. (Also see other applicable sections of this rule.)

c. Employees at all other divisions who come into the possession of lost property will properly tag articles, and if not scheduled to "pull-in", will turn articles over to relief employee, and each succeeding relief employee will take possession of the articles, until coach or electric car is "pulled-in". Employee on "pull-in" trip will be responsible for turning all lost property over to Dispatcher. Employee on such trip will hand timecard to Dispatcher for approval of the negotiated time allowed from the respective yard or garage to the office.

d. If lost articles are turned over to employee by a passenger, the name and address of the finder is to be written on reverse side of Lost Property tag.





e. After lost property has come into possession of an employee, he must not deliver such property to any person, except when authorized to do so by proper official and in his presence. Official will have individual sign a receipt for return of property.

f. Employees coming into possession of articles of great value, or coming into possession of handbags, pocketbooks, brief cases, etc., containing more than five dollars (\$5.00) in cash, are to keep same in their possession and radio or telephone Central Control for instructions as soon as possible.

g. Articles found and turned in will, if not claimed upon proper identification, be returned to finder at the end of thirty days. Articles of great value may be held longer, if necessary.

#### RULE 44

#### BAGGAGE, ANIMALS, ETC.

a. Articles which, in the discretion of the employee, are improperly protected or which are likely to cause accidents, soil clothing or injure passengers must not be carried on cars or coaches.

b. Folded baby carriages, strollers, shopping carts and mail delivery carts, suitcases, baggage or other objects of similar size may be carried, if conditions permit, but must be kept clear of aisles.

c. Guide dogs for the blind are to be allowed on cars and coaches. No other animals are to be carried, unless they are in enclosed containers which do not exceed hand baggage size.

#### RULE 45

#### FIRES

a. In case of fire on vehicle, employee must stop as soon as possible at a place where passengers can alight safely. He is to open all doors and request passengers to leave vehicle. He is to set brakes properly. If radio equipped, notify Central Control; then stop motor on motor coaches and lower trolley poles on trolley coaches and streetcars.

b. Use the fire extinguisher to control fire if possible. Fires that cannot be controlled by extinguisher must be reported immediately by the use of nearest fire alarm box or telephone, if not previously reported to Central Control.

c. If on a freeway and not equipped with radio, endeavor to have police or driver of other radio-equipped vehicle report the fire.



## RULE 46

### STOPS

All cars and coaches must be brought to a full stop at all places where traffic regulations or safety rules require stops be made.

## RULE 47

### INSTRUCTION AND SAFETY MANUAL

Employees who are subject to the rules in this book are required to comply with all procedures in the Instruction and Safety Manual.

### SPECIAL RULES FOR CABLE CAR OPERATION

All of the foregoing General Rules which are applicable to cable car operation will govern employees operating cable cars. In addition employees operating cable cars will be guided by the following rules:

## RULE 100

### RESPONSIBILITY

The conductor and gripman are equally responsible for the proper compliance with operating rules and are individually responsible for complying with operating rules which govern their respective duties.

## RULE 101

### CABLE SPEED -- EXCEEDING

Gripmen are not to operate car faster than cable speed, with cable in or out of grip, except when a strand has become entangled in the grip, as prescribed in Instruction Manual.

## RULE 102

### SPACING

Before ascending or descending grades, gripmen must comply with spacing regulations.

## RULE 103

### STARTING CAR -- GRADES

If necessary to stop an ascending car on a grade, where restarting would cause burning of cable and grip, and/or result in a rough start, car must be backed down to next level.



#### RULE 104

##### SIGNALS (Special)

Gripmen must comply with special signals and signal lights which control cable car movement.

#### RULE 105

##### REVERSE GRIP (Cable Out of Grip)

In order to avoid damaging cables, gripmen must make sure that cable is out of the grip at specified locations. This necessitates placing the grip lever in reverse at the locations listed in the Instruction Manual.

#### RULE 106

##### TURNTABLES

a. Conductors will be responsible for the proper resetting of turntables for following cars, except that starter will be responsible when on duty.

b. Gripmen will be responsible for making sure that the track and slots are properly lined up before going on turntables.

#### RULE 107

##### LEAVING CAR WHILE IN SERVICE

Both members of the crew must never be absent from the car at the same time. If necessary for gripman to leave car for personal necessity or emergency, he must request conductor to remain at control levers to prevent tampering.

#### RULE 108

##### PASSING UP PASSENGERS

a. Cars must be brought to a stop for passengers at all passenger stops. If there is a defect in car which would make it unsafe to carry passengers, car must be stopped and intending passengers requested to board following car. If car is being towed or pushed, no passenger stop need be made, but crew(s) must warn intending passengers not to board.

b. Even when it is necessary to pass up passengers, cable cars must be brought to a full stop at all places where traffic regulations or safety rules require stops be made.





f. Any abuse which would damage a register or in any manner interfere with its normal operation will be considered as tampering and will be cause for charges for dismissal.

g. In the event an excess amount of fare is collected and registered, conductors are to refund the excess amount, using Fare Refund Report, when it does not exceed fifty cents. If the amount exceeds fifty cents, or the claim is disputed, passenger must be referred to the General Office for adjustment.

#### RULE 112

#### INSTRUCTION AND SAFETY MANUAL

Employees are required to comply with Rule 47 in this book.



c. On pull-out and pull-in trips, cars are in service and will carry passengers (unless car is disabled). Passengers wishing to board such car should be notified of destination before paying fare.

#### RULE 109

#### BELL SIGNALS

Conductors and gripmen must operate cable car subject to appropriate bell signals as set forth in Instruction and Safety Manual.

#### RULE 110

#### TURNING CARS IN

Under no condition will a turn-in be permitted at the Jackson Street entrance without three men being present, which shall comprise the gripman, conductor and shopman, or authorized Railway employee.

#### RULE 111

#### REGISTERING FARES

a. The collection of fares on cable cars requires conductors to walk through the cars. The conductors must account for each cash and token fare collected by registering it on the fare register.

b. Each and every cash and token fare must be registered immediately at time of collection. Fares must be registered before change is returned to patrons. Fare or fares collected from one passenger must be registered and transaction completed before collecting fare or fares from another passenger. Bunching of fares is prohibited.

c. Flagging the register by moving the lever only part way down and allowing it to return without registering fare is prohibited.

d. Conductors must turn register back to zero one block prior to reaching terminals. This will provide the means to account for the number of fares registered per trip.

e. Upon leaving terminals and heavy loading points, conductors must begin their fare collections at the front of car. They are to proceed toward rear of car, announcing in a distinct and pleasant tone of voice, "Fares, please", being careful to collect fares from all passengers.





